A woman with blonde hair tied in a bun is sitting on a light-colored couch, looking down at a laptop. A brown dog is sitting next to her, looking towards the right. In the foreground, there is a wooden coffee table with a smartphone and a notebook on it. The background shows a bright, modern interior with large windows and a potted plant.

Welcome to the **Vaccine Management Patient Portal!**

A guide for scheduling your vaccine appointment

This is an abridged version of the Patient Portal User Guide. This resource includes instructions to help users create accounts, login to the portal and schedule vaccine appointments.

You are about to find out just how **easy** it is to **schedule** your **V A C C I N E** appointment! This guide will walk you through the steps to **create an account** and schedule an appointment for you, or for your entire family.

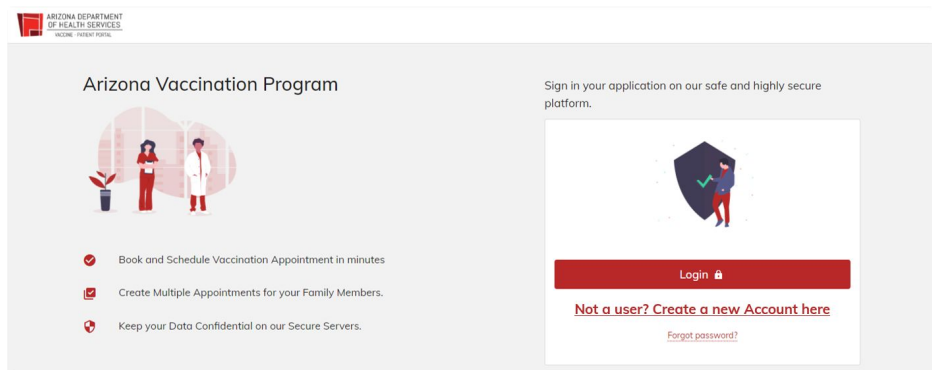
Got **questions** about the **portal**? Contact information for **YOUR SUPPORT TEAM** is at the end of this guide.

How to Create Your Account	1
How to Schedule a Vaccine Appointment	9
How to Cancel an Appointment	XX
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How to Log In When You Have An Account	19
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How to Create An Account

[Click here](#) to go to the Arizona Department of Health Services Patient Portal.

If you have not already created an account in the Patient Portal, **click on Not a user? Create a new Account here** just below the red Login bar.



ARIZONA DEPARTMENT OF HEALTH SERVICES
VACCINE - PATIENT PORTAL

Arizona Vaccination Program

Book and Schedule Vaccination Appointment in minutes

Create Multiple Appointments for your Family Members.

Keep your Data Confidential on our Secure Servers.

Sign in your application on our safe and highly secure platform.

Login

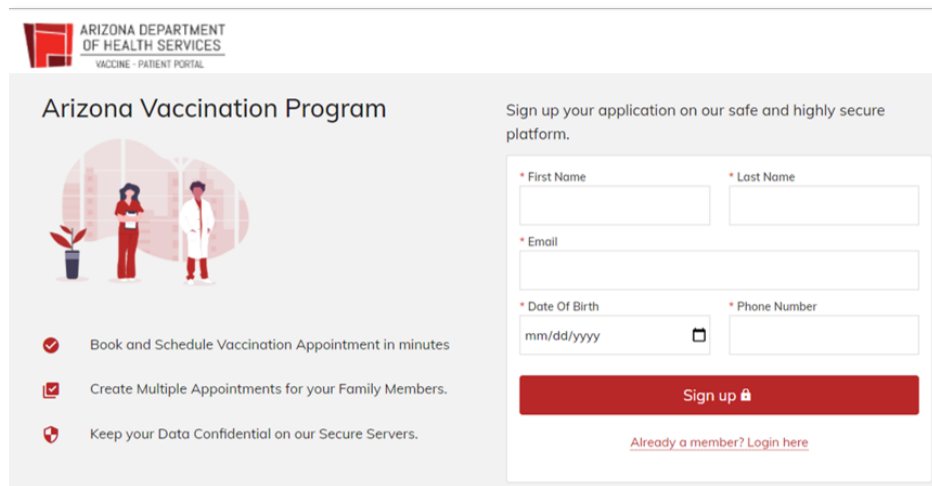
[Not a user? Create a new Account here](#)

[Forgot password?](#)

Create your secure personal account.

Fill in all of the boxes and **click** the red **Sign up** button.

Good News! Only one family member needs to create an account to set up vaccination appointments for all family members within the system.



ARIZONA DEPARTMENT OF HEALTH SERVICES
VACCINE - PATIENT PORTAL

Arizona Vaccination Program

Book and Schedule Vaccination Appointment in minutes

Create Multiple Appointments for your Family Members.

Keep your Data Confidential on our Secure Servers.

Sign up your application on our safe and highly secure platform.

* First Name

* Last Name

* Email

* Date Of Birth

mm/dd/yyyy

* Phone Number

Sign up

[Already a member? Login here](#)

You will receive a registration email.

A registration email will be sent to the email address you entered.

The email will be sent from:

podvaccine-noreply@azdhs.gov

The email has a link to set up your password.

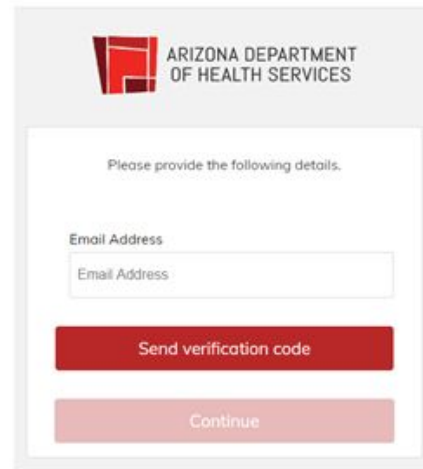
Click on the link (outlined in red in the image) to set up your password and complete your registration.



Verify your account. Step 1

Enter your email address and **click Send verification code.**

The security of your account is a priority! This 4-step account verification process keeps your account safe and protected.

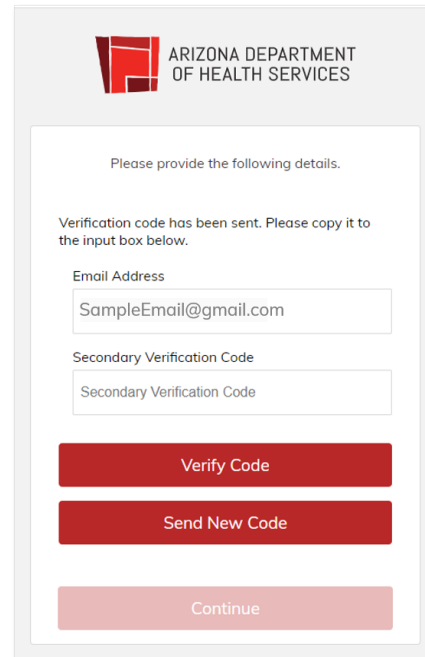
A screenshot of a web form for account verification. At the top is the Arizona Department of Health Services logo. Below it, the text 'Please provide the following details.' is displayed. There is a text input field labeled 'Email Address' with a placeholder 'Email Address'. Below the input field is a red button labeled 'Send verification code'. At the bottom of the form is a light red button labeled 'Continue'.

Verify your account. Step 2

This screen will display to let you know that a verification code has been sent to your email.

The email will be sent from:
podvaccine-noreply@azdhs.gov

Open the email to get the code.



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Please provide the following details.

Verification code has been sent. Please copy it to the input box below.

Email Address
SampleEmail@gmail.com

Secondary Verification Code
Secondary Verification Code

Verify Code

Send New Code

Continue

Verify your account. Step 3

Copy the code or write it down so you can enter it into the verification screen.

podvaccine-noreply@azdhs.gov
to me ▾



Verify your email address

ARIZONA DEPARTMENT
OF HEALTH SERVICES

Thanks for verifying your [SampleEmail@gmail.com](#) account

Your verification code is: 518418

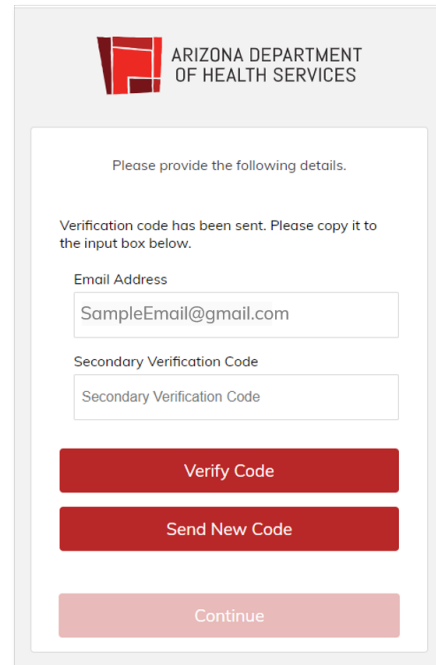
Sincerely,
Arizona Department of Health Services

Verify your account. Step 4

Type or paste the code into the Secondary Verification Code box. Click **Verify Code**.

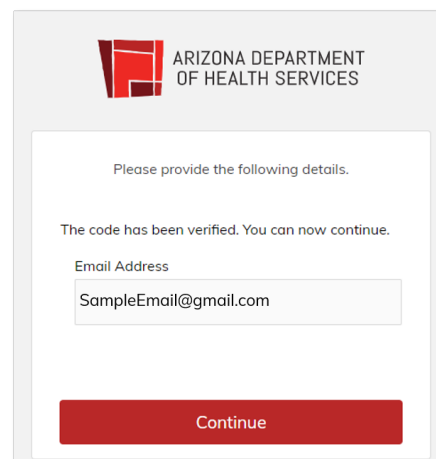
If the wrong code was entered, a message will display letting you know. Just enter the correct code and click Verify Code.

If you continue to have a problem with the code, click Send New Code, get the code from the new email, enter it and click Verify Code.



Your account is verified!

If the correct code was entered, this screen will display letting you know that the code has been verified. Click **Continue**.



Create a Password.

In the **New Password** box, **type in the password** you would like to use for your account.

Password requirements:

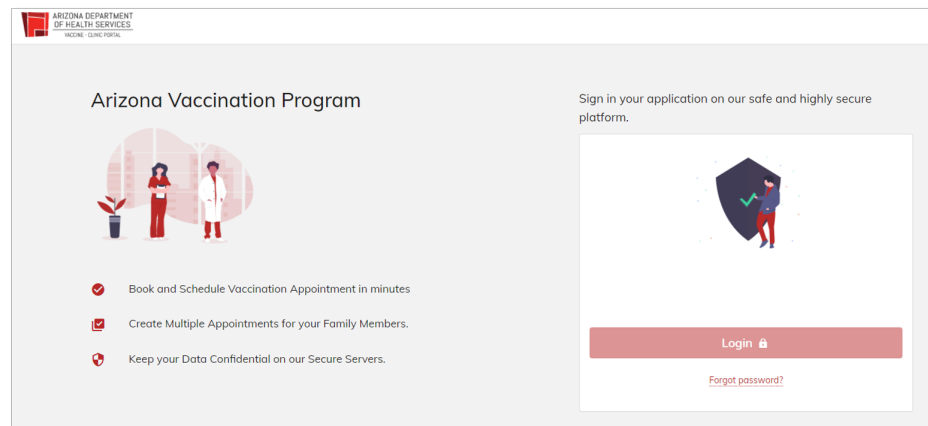
- 8-16 characters
- Includes 3 out of 4 of the following:
 - Lowercase letter
 - Uppercase letter
 - a number (0-9)
 - At least one of the following symbols: @ # \$ % ^ & * - _ + = [] { } | \ ? / : ' ~ " () ; . ,

Type the password again in the **Confirm New Password** box. **Click Continue.**



Final step to create your account.

Click Login.



CONGRATULATIONS, you've created your account!

Enter your email address and password and **click Sign in** to log into the Patient Portal and schedule your vaccine appointment.



The screenshot shows the sign-in interface for the Arizona Department of Health Services Patient Portal. At the top, the department's logo and name are displayed. Below this, a heading reads "Sign in with your existing account". There are two input fields: "Email Address" and "Password", each with a placeholder text of the same name. A red "Sign in" button is positioned at the bottom of the form.

How to Schedule a Vaccine Appointment

After you log in, the Patient Portal Dashboard page will display.

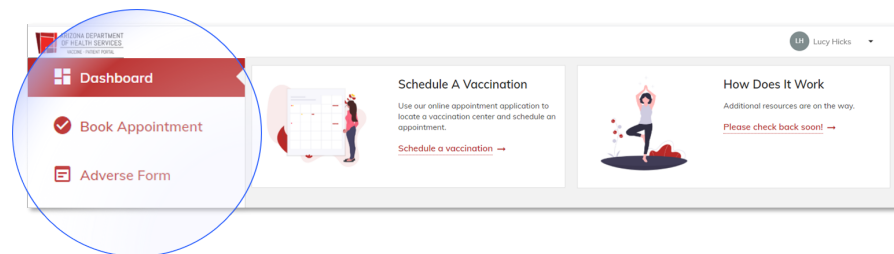
From here you can schedule a vaccination, complete an Adverse Form report, and access helpful information.

All of your upcoming appointments will display on the dashboard.

Any vaccine can cause side effects. For the most part these are minor (for example, a sore arm or low-grade fever) and go away within a few days. You are encouraged to complete the Adverse Form to report any significant health problem that occurs after vaccination.

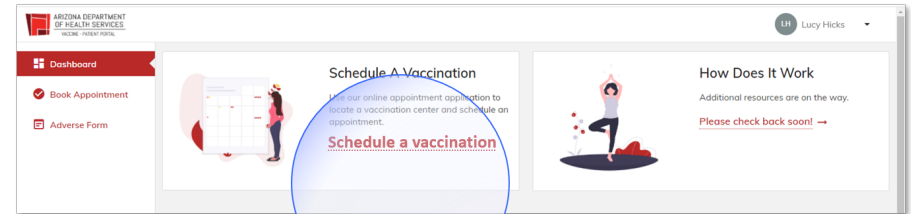
An adverse event can be reported even if it is uncertain or unlikely that the vaccine caused it. If you experience a reaction, click Adverse Form and follow the instructions.

Let's review the steps for scheduling your appointment to receive a vaccine.



Begin to schedule a vaccine appointment.

Click **Schedule a vaccination.**



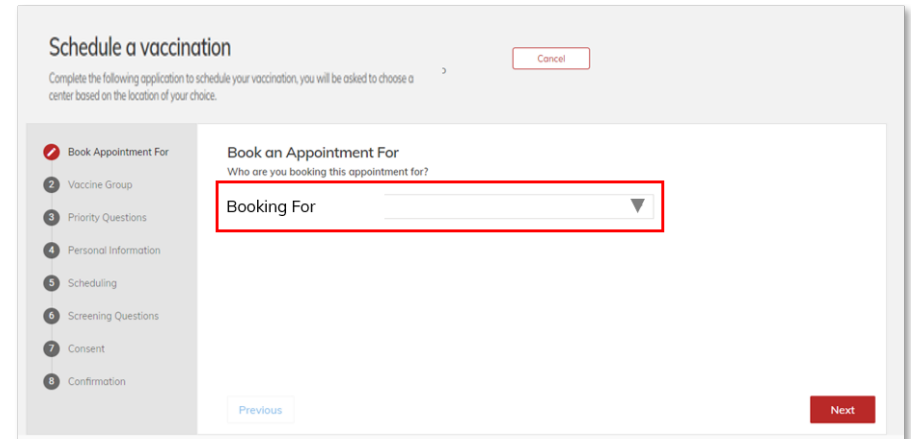
Schedule for yourself and family members.

You have the option to schedule an appointment for yourself only or to also book appointments for family members.

To begin, **click the down arrow in the Booking For** box.

- If scheduling an **appointment for yourself**, click **Self** and **click Next**.
- If scheduling an **appointment for a family member**, click **Dependent/Family Member** and then **click Add New Family Member**.

If you're making appointments for more than one person, you will have the option to start a new appointment after you finish scheduling this one.



Schedule a vaccination Cancel

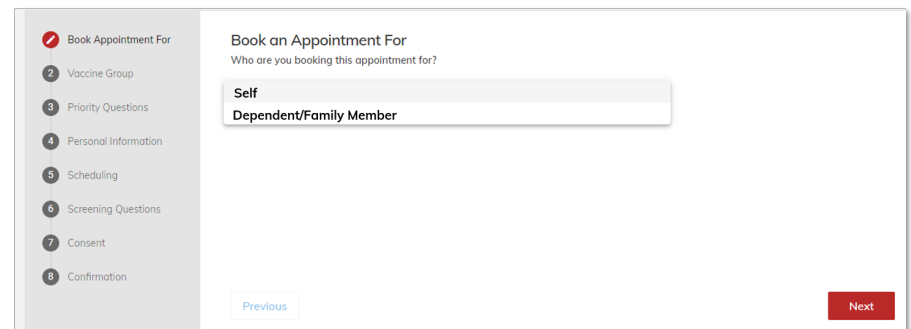
Complete the following application to schedule your vaccination, you will be asked to choose a center based on the location of your choice.

Book Appointment For

Who are you booking this appointment for?

Booking For ▼

Previous Next



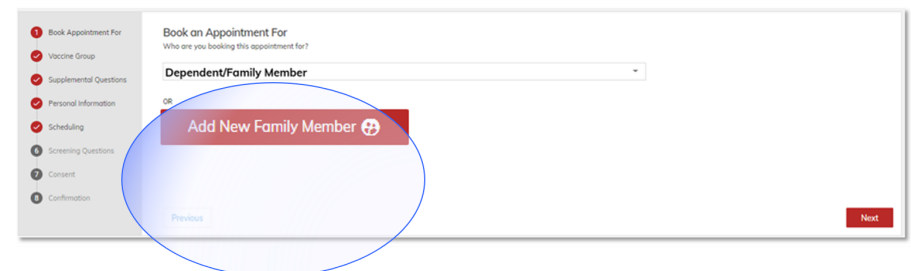
Book Appointment For

Who are you booking this appointment for?

Self

Dependent/Family Member

Previous Next



Book Appointment For

Who are you booking this appointment for?

Dependent/Family Member

OR

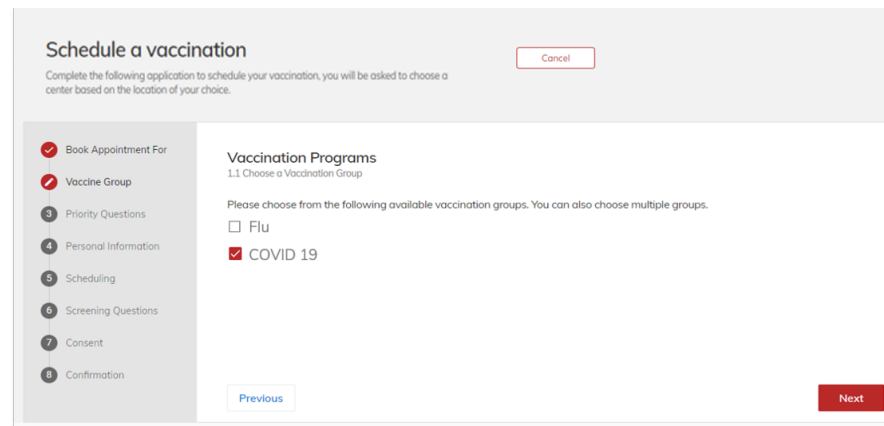
Add New Family Member +

Previous Next

Choose your vaccine(s).

Click on **the vaccine** you want to receive at your appointment. You may select more than one.

Click **Next** when you have made your selection(s).



Schedule a vaccination
Complete the following application to schedule your vaccination, you will be asked to choose a center based on the location of your choice.

Book Appointment For

- ☒ Vaccine Group
- ☐ Priority Questions
- ☐ Personal Information
- ☐ Scheduling
- ☐ Screening Questions
- ☐ Consent
- ☐ Confirmation

Vaccination Programs
1.1 Choose a Vaccination Group

Please choose from the following available vaccination groups. You can also choose multiple groups.

☐ Flu

☒ COVID 19

[Previous](#) [Next](#)

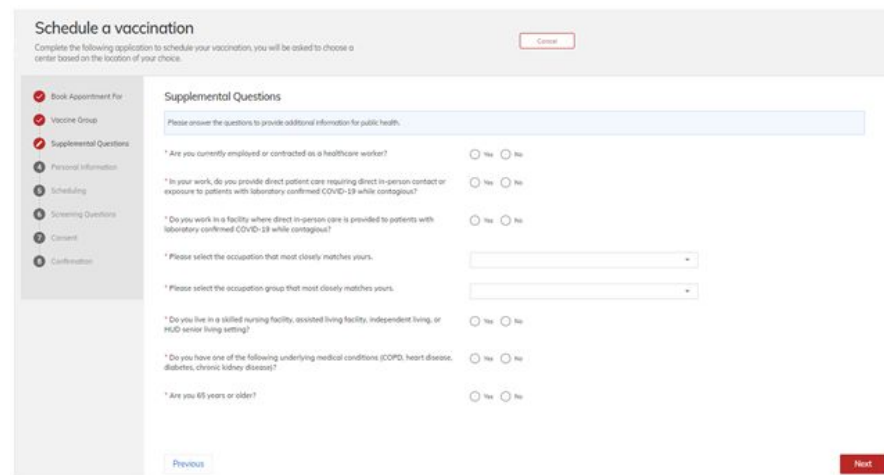
Answer supplemental questions.

These questions are asked to assist public health. **Answer all** of the **questions** and **click Next**.

If you are scheduling the appointment for a dependent, answer each question as it applies to that person.

For example, if you're a healthcare worker, you would answer Yes to that question when scheduling your own appointment.

However, if your dependent is not a healthcare worker, you would answer No when scheduling their appointment.



Schedule a vaccination
Complete the following application to schedule your vaccination, you will be asked to choose a center based on the location of your choice.

Book Appointment For

- ☒ Vaccine Group
- ☒ Supplemental Questions
- ☐ Personal Information
- ☐ Scheduling
- ☐ Screening Questions
- ☐ Consent
- ☐ Confirmation

Supplemental Questions
Please answer the questions to provide additional information for public health.

* Are you currently employed or contracted as a healthcare worker? ☐ Yes ☐ No

* In your work, do you provide direct patient care requiring direct in-person contact or exposure to patients with laboratory confirmed COVID-19 while contagious? ☐ Yes ☐ No

* Do you work in a facility where direct in-person care is provided to patients with laboratory confirmed COVID-19 while contagious? ☐ Yes ☐ No

* Please select the occupation that most closely matches yours.

* Please select the occupation group that most closely matches yours.

* Do you live in a skilled nursing facility, assisted living facility, independent living, or HUD senior living setting? ☐ Yes ☐ No

* Do you have one of the following underlying medical conditions (COPD, heart disease, diabetes, chronic kidney disease)? ☐ Yes ☐ No

* Are you 65 years or older? ☐ Yes ☐ No

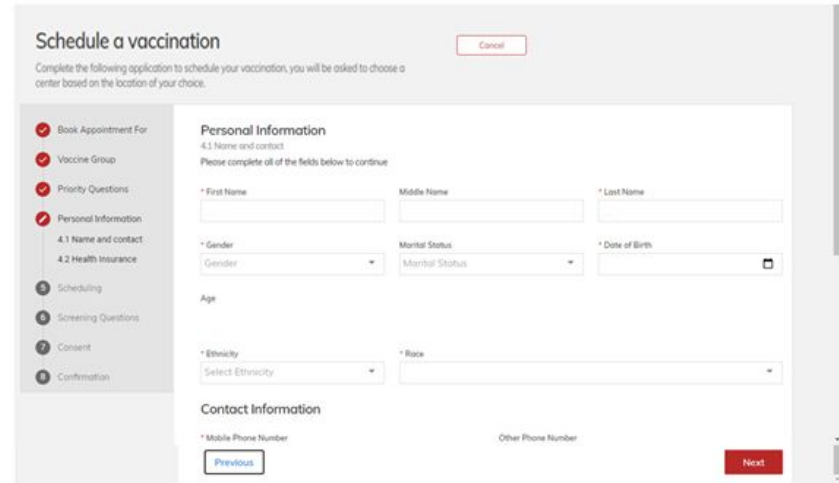
[Previous](#) [Next](#)

Provide contact information.

Fill in the boxes with your personal and contact information. If you are scheduling for yourself, many of the boxes will fill automatically.

Required boxes are marked with a red asterisk (*) and must be completed. **Click Next** when you are done.

If you are scheduling an appointment for a family member, enter their personal and contact information.



Schedule a vaccination Cancel

Complete the following application to schedule your vaccination, you will be asked to choose a center based on the location of your choice.

- Book Appointment For
- Vaccine Group
- Priority Questions
- Personal Information**
 - 4.1 Name and contact
 - 4.2 Health Insurance
- Scheduling
- Screening Questions
- Consent
- Confirmation

Personal Information
4.1 Name and contact
Please complete all of the fields below to continue

* First Name Middle Name Last Name

* Gender Marital Status Date of Birth

Age

* Ethnicity * Race

Contact Information

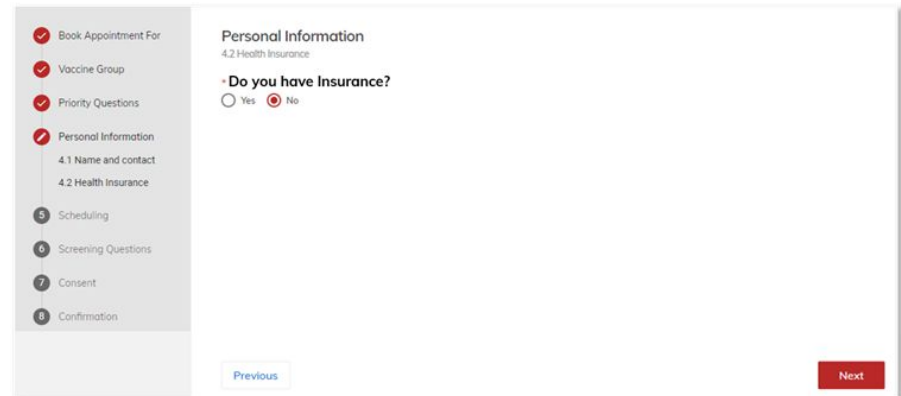
* Mobile Phone Number Other Phone Number

Previous Next

Do you have health insurance?

Click Yes or No and **click Next**.

COVID-19 vaccines are free, however, insurance information is requested so that an administration fee can be billed to insurance if you are insured. **There will be no out-of-pocket costs requested at your appointment and you should not receive a bill.**



- Book Appointment For
- Vaccine Group
- Priority Questions
- Personal Information**
 - 4.1 Name and contact
 - 4.2 Health Insurance
- Scheduling
- Screening Questions
- Consent
- Confirmation

Personal Information
4.2 Health Insurance

* Do you have Insurance?
☐ Yes ☒ No

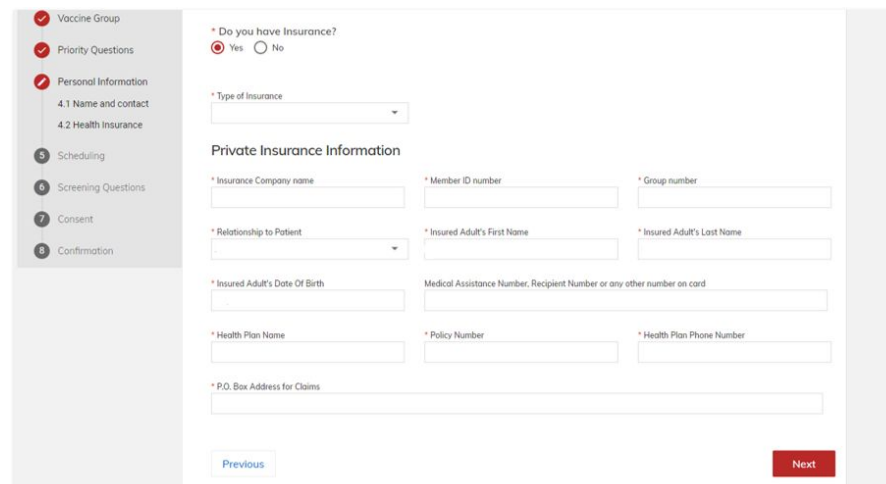
Previous Next

Provide health insurance information.

If you selected **Yes** for insurance, enter the requested information. All boxes marked with a red asterisk (*) are required and must be completed.

When you're done, **click Next**.

If you selected **No**, this screen will not display.



Choose a date and location.

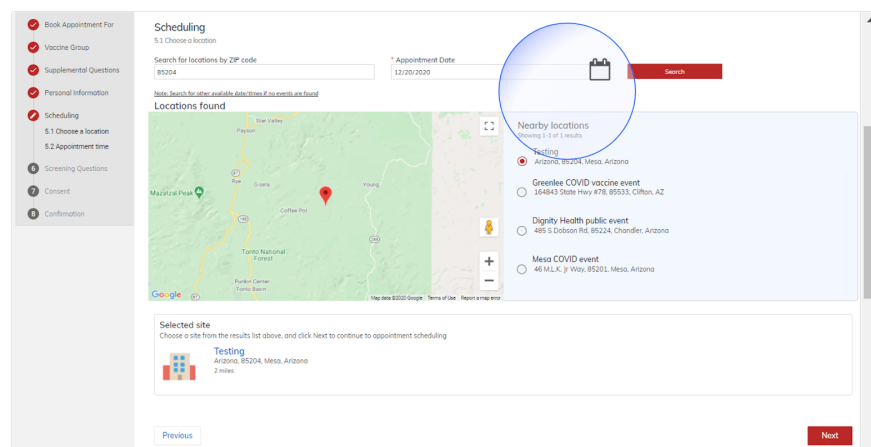
To begin, **enter a zip code**. **Click** the **calendar icon** (magnified in the image). A calendar will open. **Click** on your preferred date. **Click Search**.

Locations near the zip code that have appointments available on the day you selected will display. You can search on all available locations for a date by leaving zip code blank and searching on a date only.

Once you have found a location with available appointments on a date that is good for you, **click the circle** next to the location and **click Next**.

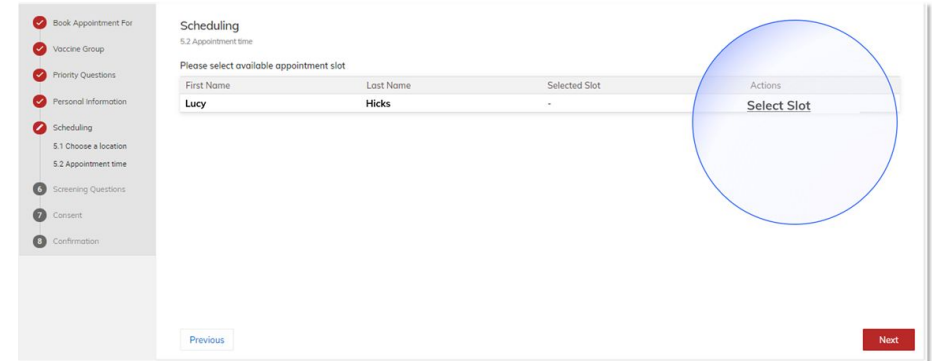
You may need to scroll down to see the Next button

To scroll down, click and hold the grey bar (pointed out by the red arrow) and move the bar down to the bottom of the screen.



Select a time for your appointment / Step 1

Click on **Select Slot** under the Actions column.



Select a time for your appointment / Step 2

Blocks of time that the facility has open for appointments on your chosen day will show on the screen.

Click on the **down arrows** on the right of each red bar to display the appointment times and the number of appointments available for each time slot on that day.

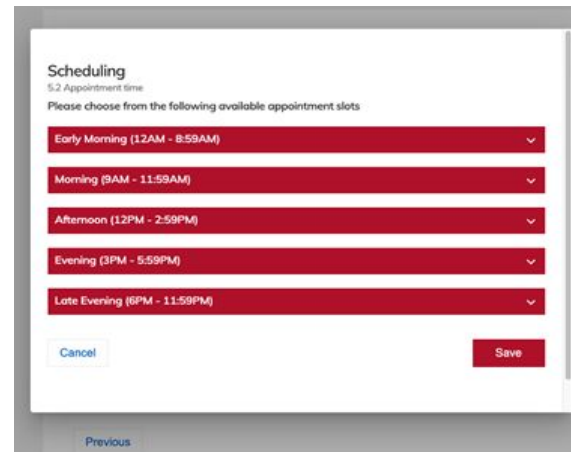
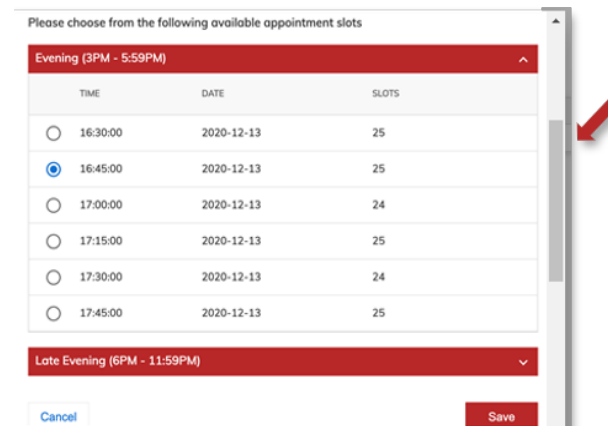
If no blocks of time display, that means there are no more available appointments for that location on that date. Click Previous and select another date and / or location.

Select a time for your appointment / Step 3

Click on the **button** to the left of the time you want to schedule and click **Save**.

You may need to scroll down to see the Save button.

To scroll down, click and hold the grey bar (pointed out by the red arrow) and move the bar down to the bottom of the screen.

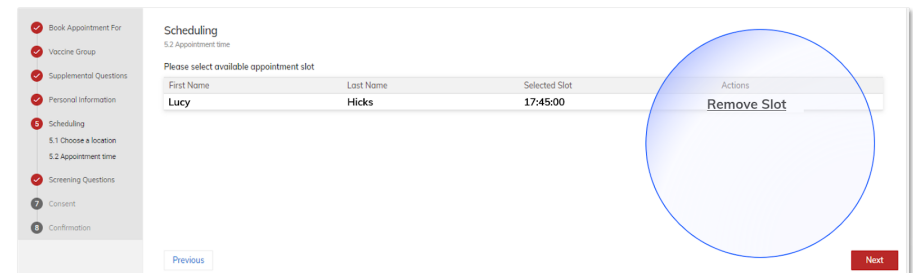
TIME	DATE	SLOTS
<input type="radio"/> 16:30:00	2020-12-13	25
<input checked="" type="radio"/> 16:45:00	2020-12-13	25
<input type="radio"/> 17:00:00	2020-12-13	24
<input type="radio"/> 17:15:00	2020-12-13	25
<input type="radio"/> 17:30:00	2020-12-13	24
<input type="radio"/> 17:45:00	2020-12-13	25

Confirm the time you selected.

The time slot you selected now displays. **Click Next.**

To change to a different time, **click Remove Slot** under the Action column and select a different time.

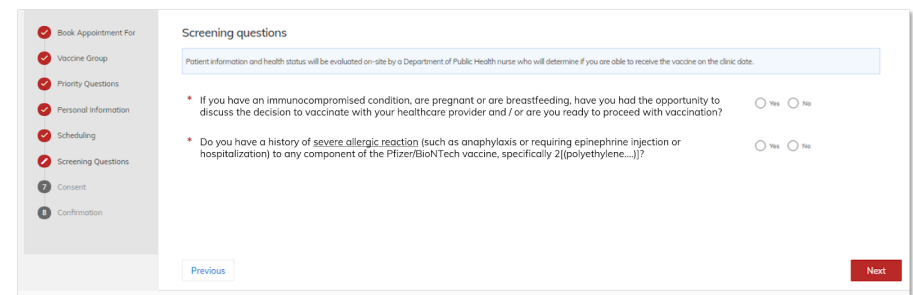
Click Next when you return to this screen.



Answer health screening questions.

Click Yes or **No** to **answer** each of the health screening questions.

Click Next when you've answered all of the questions.



Provide your consent to receive the vaccine.

You are almost done! The next step is to give your consent to receive the vaccination.

Read the consent form and **enter the name** of the person who is giving consent to get the vaccine. **Click Next.**



Confirm and book your appointment!

If you are scheduling only one appointment:

Review the details of your appointment. If you are not scheduling another appointment for a family member at this time and you are sure you want to receive your vaccine for the location, date, and time listed, **click Book Appointment** in the bottom left of the screen.

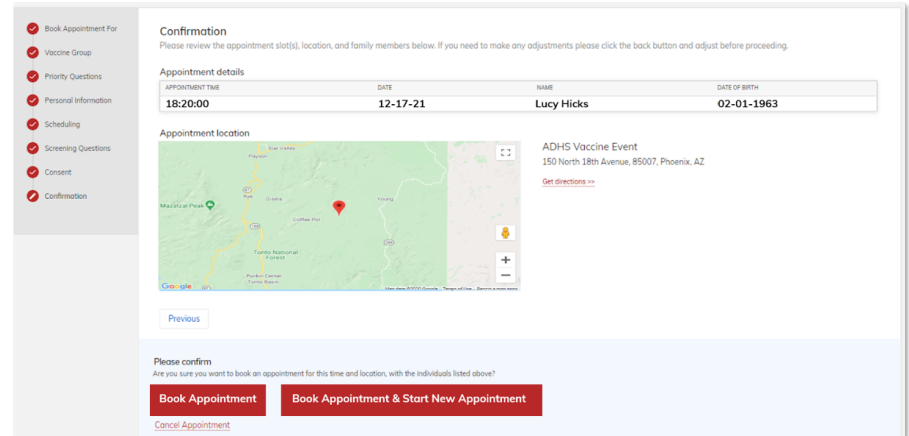
If you are scheduling another appointment:

If the location, date, and time listed are correct and you want to book an appointment for a family member, **click Book Appointment & Start New Appointment**.

To change any of the appointment details

Click Cancel Appointment. Another screen will display asking you if you really want to cancel. **Click Yes** to cancel or **No** if you clicked the cancel button by mistake.

If you click **Yes** to cancel the appointment you will return to the Schedule A Vaccination screen.



The screenshot shows the 'Confirmation' screen in the Patient Portal. On the left is a sidebar with a list of steps: Book Appointment For, Vaccine Group, Priority Questions, Personal Information, Scheduling, Screening Questions, Consent, and Confirmation (which is highlighted with a red checkmark). The main content area is titled 'Confirmation' and includes a sub-header: 'Please review the appointment slot(s), location, and family members below. If you need to make any adjustments please click the back button and adjust before proceeding.' Below this is a table for 'Appointment details' with columns for APPOINTMENT TIME, DATE, NAME, and DATE OF BIRTH. The table contains one row: 18:20:00, 12-17-21, Lucy Hicks, and 02-01-1963. Under the table is a map titled 'Appointment location' showing the location of the ADHS Vaccine Event at 150 North 18th Avenue, 85007, Phoenix, AZ. To the right of the map is a 'Get directions' link. Below the map is a 'Previous' button. At the bottom, there is a 'Please confirm' section with the text 'Are you sure you want to book an appointment for this time and location, with the individuals listed above?'. Below this text are three buttons: 'Book Appointment' (in red), 'Book Appointment & Start New Appointment' (in red), and 'Cancel Appointment' (in blue).

Your appointment is confirmed

After booking your appointment, you will receive a confirmation email.

The black square at the bottom of the confirmation is a **QR code** (outlined in red in the image). The QR code can be scanned from your phone or from a printed copy of your email when you arrive at your appointment for check-in.

As your appointment date gets near, you will receive a reminder email.

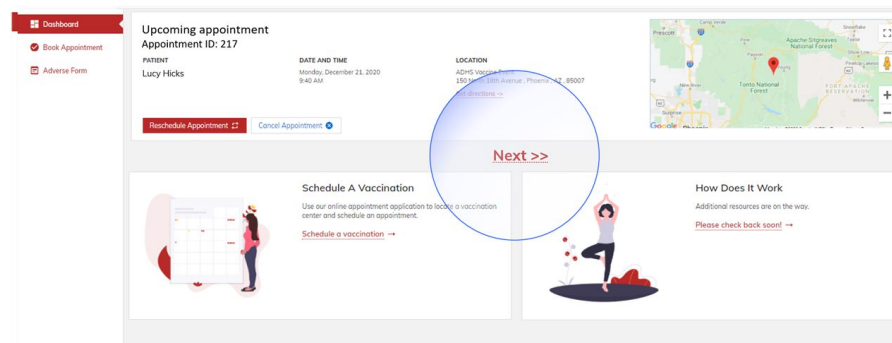
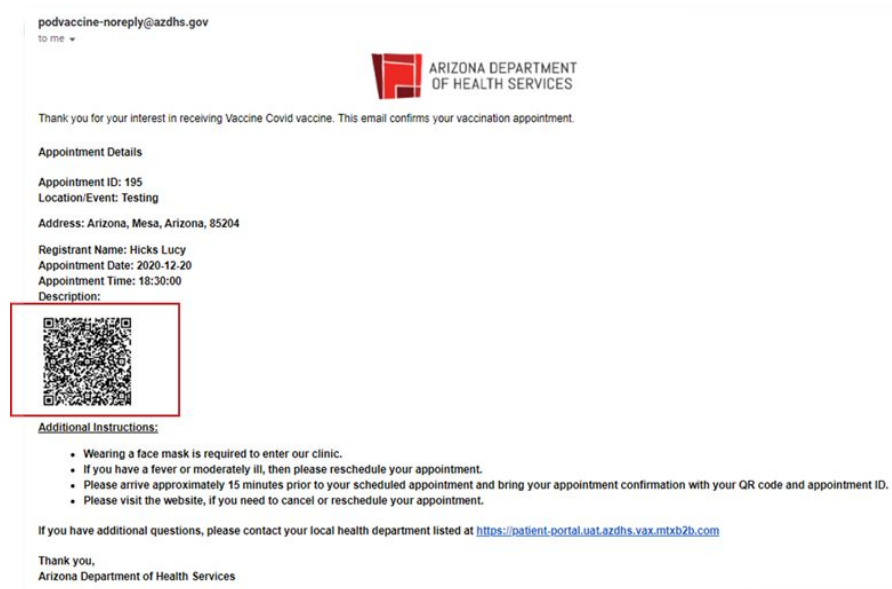
The confirmation and reminder emails will be sent from: podvaccine-noreply@azdhs.gov

Your scheduled appointments will display on your Patient Portal Dashboard.

The appointment reminder on the dashboard includes:

- Appointment ID
- Patient name
- Date and Time
- Location (with map)

To view other appointments you have scheduled, **click** the **Next** button in the middle of the screen.

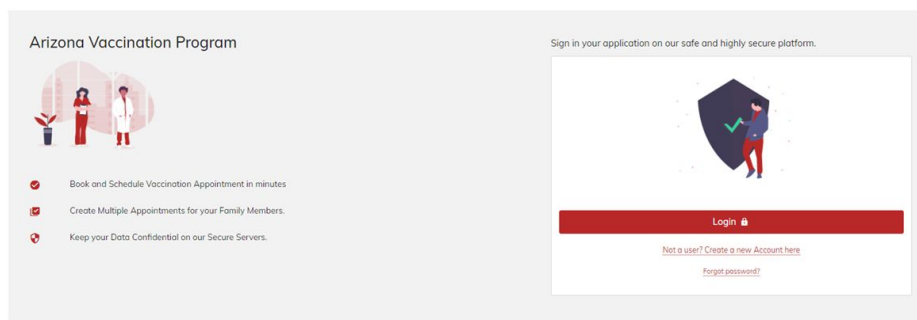


How to Login When You Have an Account

Go to the Patient Portal

[Click here](#) to go to the Arizona Department of Health Services Patient Portal.

Click the red **Login** button.



Arizona Vaccination Program

Sign in your application on our safe and highly secure platform.

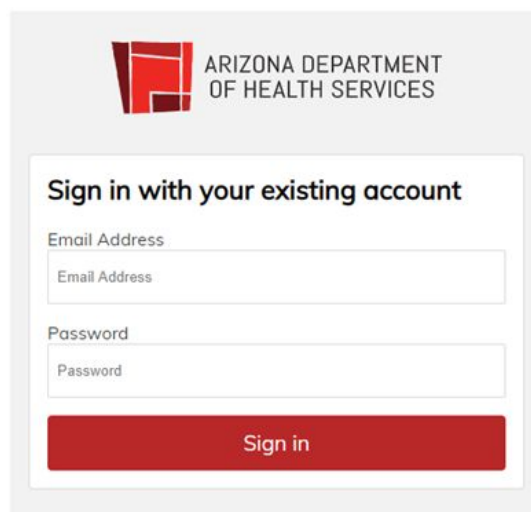
Book and Schedule Vaccination Appointment in minutes
Create Multiple Appointments for your Family Members.
Keep your Data Confidential on our Secure Servers.

Login

[Not a user? Create a new Account here](#)
[Forgot password?](#)

Sign In

Enter your email address and password and click **Sign in** to log into the Patient Portal.



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Sign in with your existing account

Email Address
Email Address

Password
Password

Sign in